

VERMONT DIVISION OF DEVELOPMENTAL SERVICES

FAMILY SATISFACTION SURVEY



ADDENDUM

DETAIL ANALYSIS

Sample Representation, Funding Source and
Age of Family Member

STATEWIDE RESULTS – 1999 SURVEY

Vermont Division of Developmental Services
Department of Developmental and Mental Health Services
Agency of Human Services

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INTRODUCTION

A statewide report on the 1999 family satisfaction survey was published in the Fall of 1999. On request of the Developmental Services State Standing Committee, this follow-up report provides a more detailed analysis of survey responses by age of the family member, age of the primary care giver, and type of funding.

BACKGROUND

In October 1999, the Division of Developmental Services (DDS) sent out a family satisfaction survey to all people who had a family member with developmental disabilities living with them who received services. Sixteen (16) developmental service agencies provided names and updated addresses to DDS. The surveys were anonymous and individual results confidential. Analysis of survey results make it possible to improve services and supports for people with developmental disabilities and their families in Vermont.

This was the second time DDS sent out a family satisfaction survey. The first was a year and a half earlier in February 1998. Consultants from the Human Service Research Institute (HSRI) in Boston, MA designed the surveys based on considerable input from families around the country. This survey became part of the National Core Indicators Project. Vermont is participating in the project in an effort to develop nationally recognized outcome indicators that will enable states to compare their performance in relation to other states.

PROCESS

The survey asked for basic information about the respondent, his or her family member, and services they receive. There were also 37 questions about supports and services using a 5-point rating scale, and a section for written comments at the end. Families were given the option to indicate if they wished to have a DDS or agency staff person contact them.

The survey was mailed on October 10, 1999 to 957 families. A pre-addressed, stamped return envelope was enclosed for ease of mailing. A second mailing of the survey was sent out three weeks later to people who had not yet responded¹. A total of 523 surveys were completed and returned to DDS by December 15th, resulting in a very high response rate of 58%².

¹ The surveys were numbered for tracking purposes only to enable follow-up surveys to be sent and an accurate response rate calculated. The results of the surveys remain completely confidential and anonymous.

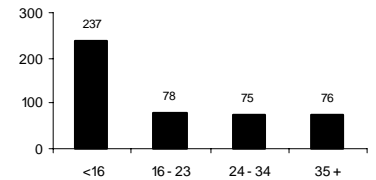
² The response rate was based on "total possible returns" of 904 after subtracting the 54 surveys that were undeliverable or did not qualify (e.g., moved out of state, no longer in services, no longer living with their family).

STATEWIDE OVERVIEW

	Number	Percentage
<u>Survey Response (completed surveys)</u>	523	58% (response rate)

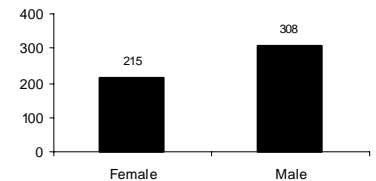
Age Group³

< 16 years old	237	51%
16 – 23 years old	78	17%
24 – 34 years old	75	16%
35 + years old	76	16%



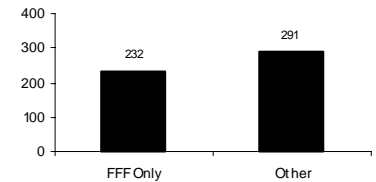
Gender

Female	215	41%
Male	308	59%



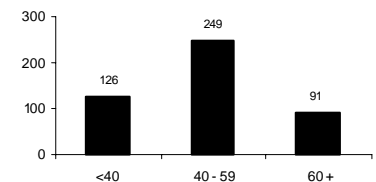
Funding Source

Flexible Family Funding only	232	44%
All other funding ⁴	291	56%



Caregiver Age

< 40	126	27%
40 - 59	249	53%
60 +	91	20%



³ Dates of birth in this group only include the ages for family members whose primary caregiver provided an age.

⁴ All other funding = Home and Community-Based Waiver, other (i.e., Targeted Case Management and/or Personal Care Services), and any combination of HCB Waiver, Flexible Family Funding, and other.

SURVEY SAMPLE REPRESENTATION

- ➡ Of the 523 families who answered the survey:
 - the same proportion of families received waiver funding versus Flexible Family Funding only
as for all 957 families who were sent the survey.
- ➡ Of the 523 families who answered the survey:
 - a greater proportion of families were families with older children
than for all 957 families who were sent the survey.
- ➡ Of the 523 families who answered the survey:
 - 43% of young adults (24 – 34 years old) who live at home have primary caregivers who are 60+ years old, and
 - 74% of older adults (35 + years old) who live at home have primary caregivers who are 60+ years old.

Survey Responses by Age of Caregiver and Age of Child⁵

Age of Caregiver	Age of Child				TOTAL
	< 16	16 - 23	24 - 34	35+	
< 40	118	3	3	3	126
40 – 59	118	80	43	17	258
60 +	1	5	35	56	97
TOTAL	237	88	81	76	482

⁵ The overall total number in this chart is less than the 523 total respondents because not all respondents listed the age of the primary caregiver.

RESPONSES CONSIDERING TYPE OF FUNDING

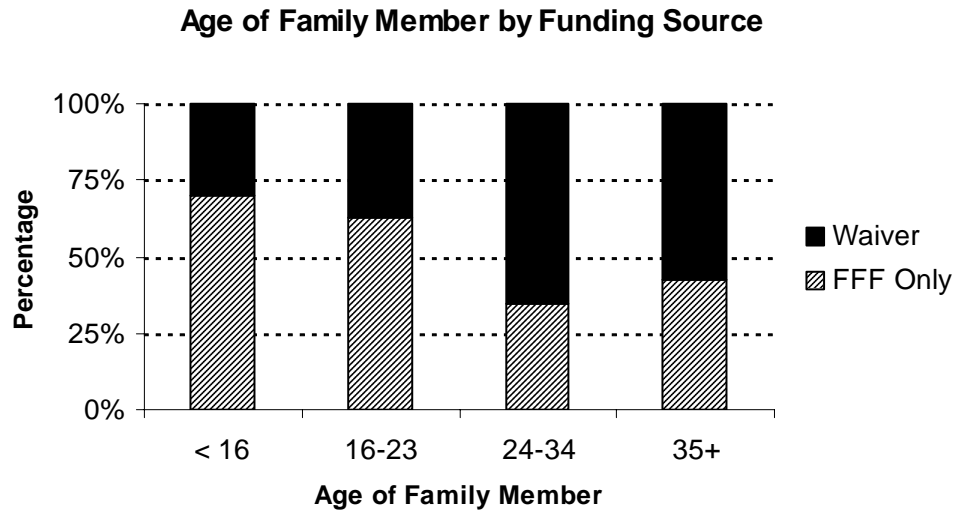
There was *no difference in satisfaction* reported between families of people receiving waiver funding versus Flexible Family Funding only, regarding:

- **Choice & Planning**
 - Choice of provider and staff
 - Control over the hiring and management of support workers
 - Service plan includes thing important to the family
- **Receiving Help from Staff**
 - Frequent changes in support staff a problem
 - Staff help figure out what is needed to support the family member
 - Staff talk about different options to meet needs
 - Staff respect families' choices and opinions
 - Help, when requested, is provided right a way in an emergency
 - Satisfied with how complaints are handled and resolved
- **Access to Services**
 - Information about services available and easy to understand
 - Supports available when family needs them
 - Services accessible
 - Accessibility to special equipment
- **Overall, Family Member is Happy**

Families of people receiving waiver funding reported they are *significantly more satisfied* than people receiving Flexible Family Funding only, regarding:

- **Information**
 - Know what supports are available through the agency
 - Receive enough information to help participate in the planning process
- **Services Help Keep Family Member at Home**
- **Overall Satisfaction with Current Services & Supports**

RESPONSES CONSIDERING AGE OF FAMILY MEMBER



- ➔ **70%** of families of **young children** (<16 years old) receive **Flexible Family Funding only**, while
- ➔ **62%** of families of **adults** (24+ years old) receive **Waiver** funding.

Families of **young children** (<16 years old) report

- having more choice of service providers than families of **adults** (24+ years old)

Families of **young children** (<16 years old) report

- having more choice of staff,
- both wanting and having more control over the hiring and management of support workers than families of **older adults** (35+ years old)

Families of **young adults** (24 - 34 years old) report

- being more informed about services than families of **young children and transition age youth** (<24 years old)

Families of **adults** (24+ years old) report

- being more satisfied with how grievances are handled than families of **transition age youth** (16 - 23 years old)

Families of **adults** (24+ years old) report

- knowing more about what services are available,
- supports offered most often meet their needs,
- supports are more available when families need them, and
- services are more accessible
than families of **young children and transition age youth**
(<24 years old)

Families of **older adults** (35+ years old) report

- services are in a more convenient location
than families of **young children** (<16 years old)

Families of **older adults** (35+ years old) report

- staff are generally more respectful and knowledgeable, and
- that their family member is happy
than families of **transition age youth** (16 - 23 years old)

Families of **older adults** (35+ years old) report

- that they more often get what they need when they ask for assistance
than families of **children, youth and young adults**
(<35 years old)

Families of **older adults** (35+ years old) report

- being more satisfied overall with services
than families of **young children and transition age youth**
(<24 years old)

END NOTE

When reviewing this and all satisfaction survey results, it is important to keep in mind that measurements of satisfaction are only truly useful when viewed in the aggregate. Measurements of satisfaction of developmental services are indications of how people perceive and feel about their services and are only one snapshot of a complex, multifaceted system of support. Information from these reports can best inform providers and their stakeholders when viewed in combination with other information about services and supports.

In an ongoing effort to improve the quality of information provided to the public by the Division of Developmental Services, we invite your feedback and suggestions on this and other reports provided by DDS. Please call or send you comments to the address inside the front cover.